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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORMInvestigator:Phone:Fax:Priority: Respond Within Five DaysOpinion No. 2011 - 97455Date: 7/29/2011Complaint Description: 08A Rate Case Items - Opposed
19K Decoupling - Gas & ElectricFirst:Last:Complaint By: **Marilyn****Franzen**Account Name: Marilyn FranzenHome:Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is:Utility Company. **Southwest Gas Corporation**Division: GasContact Name:Contact Phone:Nature of Complaint:

I strongly oppose the rate increase and decoupling. If a business is run like a business, not an entitlement, it should not be assured of a profit. At 79 years of age, my expenses to just survive go up constantly, i.e., water, electricity, gas, food, groceries, etc. yet I am not assured of any income increases. As a matter of fact I am being told that my cost of living has not gone up, hence no increase in my social security. I have worked since I was 16 years old and contributed to social security and tried to sav a little toward " old age". After raising 8 children my savings are small. I wish someone would assure me that I will be able to cover my necessities for the time I have left.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 7/29/2011Opinion No. 2011 - 97455Arizona Corporation Commission
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